

Ajay Angdembe

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PROFESSIONAL SUMMARY

IT professional with a Master's in Information Technology and 7+ years delivering reliable IT operations across system administration, network support, endpoint management, and enterprise helpdesk in healthcare, higher education, SMB, and MSP environments. Strong background in hybrid systems administration, balancing on-premises Windows Server operations with Microsoft 365 cloud management (Entra ID, Exchange Online, Teams, SharePoint). Highly skilled in enforcing HIPAA-aligned security controls, including MFA, conditional access, and encryption standards to protect strictly private personnel and patient data. Committed to building systems that are clear, dependable, and designed to support people at scale.

TECHNICAL SKILLS

Directory & Identity: Active Directory, Entra ID, Group Policy, MFA, Conditional Access, SSO, RBAC
Cloud & M365: Microsoft 365, Exchange Online, Teams, SharePoint Online, OneDrive, Autopilot, Intune
Endpoint Management: Intune, SCCM, MDT, PXE Imaging, RMM, Patch Management, Trend Micro, Webroot
Operating Systems: Windows 10/11, Windows Server (2012-2022), macOS, iOS, iPadOS, Android
Networking: SonicWall, Aruba Wi-Fi, Avaya VoIP, VLANs, VPN, DNS/DHCP, ISP Failover, L2/L3
Security & Compliance: HIPAA, Risk Assessment, Incident Response, Defender, ZixEncrypt, MFA/CA
Virtualization & DR: VMware vCenter, ESXi, Hyper-V, Veeam, Acronis, Dropsuite, DR Playbooks
IT Operations: PowerShell, TeamViewer, ConnectWise, TeamDynamix, SOP Development, Asset Mgmt
Networking (Home Lab): pfSense, WireGuard VPN, 802.1Q VLAN, Gateway Failover, NAT, Firewall Rules
Security (Home Lab): Suricata IDS, pfBlockerNG, VPN Kill Switch, Network Segmentation, Zero-Trust VLAN

PROFESSIONAL EXPERIENCE

TECHNOLOGY & DIGITAL SYSTEMS MANAGER

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- Maintained 99.8% uptime while owning end-to-end IT for a 24/7 multi-site healthcare organization, supporting 110+ staff across 4 locations and managing ~300 endpoints.
- Served as the single point of accountability for all IT incidents, requests, and projects, covering Tier 1-3 support plus systems and cloud administration.
- Administered Windows Server infrastructure (AD, Group Policy, DNS/DHCP, file/print) and Microsoft 365 (Exchange Online, Teams, SharePoint) with hybrid identity via Azure AD Connect.
- Modernized 4-site file sharing by migrating from legacy mapped network drives to SharePoint Online with OneDrive desktop sync, eliminating dependency on aging file server infrastructure.
- Implemented and enforced HIPAA-aligned security controls including MFA, conditional access, encryption (ZixEncrypt, Defender), and patching routines across 4 locations.
- Led the first-ever MFA rollout at the organization, deploying across 4 sites for all 110+ staff through 1:1 setup, group sessions, video follow-ups, and KB distribution; sustained adoption with a 3-month follow-up cadence.
- Built the organization's first centralized IT knowledge hub on SharePoint, authoring 30+ SOPs and user guides that reduced support ticket volume by 40-60% and standardized IT workflows across 4 sites.
- Managed \$80-120K annual IT budget and led 4-year budget planning with executive leadership, translating technical issues into business impact.

NETWORK SUPPORT SPECIALIST

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- Delivered Tier 1-3 remote and on-site support for 120+ SMB clients across multiple industries, consistently meeting a strict 45-minute SLA target while maintaining 99.9% client uptime.
- Supported Microsoft 365 environments (Exchange, Teams, SharePoint) and executed PowerShell administration in Entra ID for user, policy, and licensing changes; enrolled endpoints and enforced compliance via Intune.
- Served as the networking specialist at the MSP, handling firewall policy/rule changes, access point issues, VPN connectivity, and network licensing across 120+ client sites.
- Managed backup operations using Veeam, Acronis, and Dropsuite, responding to failures, performing file/system/VM restores, and validating recoverability through regular test restores.

DESKTOP SUPPORT SPECIALIST (RESTECH, RESIDENTIAL TECHNOLOGY)

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- Resolved 4-7 tickets per week with a 2-hour SLA, providing Tier 1-2 support for residential students, faculty, and staff: owned tickets end-to-end from triage through resolution in TeamDynamix.
- Supported account access and workstation administration using Active Directory and Group Policy, resolving profile, permissions, and policy-related issues.
- Performed endpoint setup, PXE imaging (SCCM), software installations, and device refresh support, troubleshoot Windows hardware and software issues.
- Developed 20+ SOPs and quick-reference guides and trained 4 student workers, standardizing business processes and reducing repeat tickets across the ResTech team.

IT CONSULTANT

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- Served 50+ SMB clients per year across government, industrial, and private sectors as a trusted advisor, translating technical choices into business impact and guiding practical upgrades and procurement.
- Set up and troubleshoot small-business networks including routers and switching, firewall configuration, secure remote access/VPNs, Windows imaging, email migrations, and backup routines.

EDUCATION

M.S. Information Technology | XXXX, XXX | XXX

B.Sc. (Hons) Computer Networking & IT Security | London Metropolitan University, UK | XXX

PROJECTS (HOME LAB)

Router-on-a-Stick | XXX

https://github.com/Aj-Networks/Homelab_Router-on-a-Stick

- Built 6-VLAN home network (Users, IoT, Guest, Lab, MGMT, Native) on Protectli FW6E/pfSense 2.8.1 and Netgear GS308E using 802.1Q router-on-a-stick trunking; layered dual Mullvad WireGuard tunnels with failover groups, 5-layer kill switch, Suricata IDS, and pfBlockerNG-devel DNSBL filtering across 5 interfaces.

PROFESSIONAL DEVELOPMENT

- XXX | In Progress